



Mitt Romney
Governor

Kerry Healey
Lieutenant Governor

THE COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF INDUSTRIAL ACCIDENTS

**600 WASHINGTON STREET, 7TH FLOOR
BOSTON, MA 02111**

Jane C. Edmonds
Director of Workforce Development

Angelo R. Buonopane
Director of Labor

John C. Chapman
Commissioner

MEMORANDUM

TO: ALL MASSACHUSETTS APPROVED UR AGENTS

FR: OFFICE OF HEALTH POLICY

DA: NOVEMBER 4, 2004

RE: UTILIZATION REVIEW UPDATES

The Department of Industrial Accidents Office of Health Policy has made changes to address questions and concerns of some UR Agents.

The definition of Prospective Review that is found in the tools has been changed. The definition has been expanded to read:

Utilization review conducted prior to a patient's health care services or course of treatment including, but not limited to, outpatient procedures, office visits, durable equipment and some pharmaceuticals, may also include services for which care had been initiated prior to the request for prospective review that will:

1. continue prospectively such as a PT evaluation prior to the request for prospective review of condition/diagnosis requiring physical therapy, and;
2. the same treatment provider and;
3. the same condition/diagnosis and ICD-9 code.

Notice of determination must occur with two business days of receipt of request for determination and the receipt of all information necessary to complete the review.

The Department has made changes to the Department Review Procedures to reflect the changes made over the past year. This included adding language related to compensability and changes regarding the Insurer sending the ID card to the injured worker. These Procedures with these changes can be found on the DIA website www.mass.gov/dia.

If you have any concerns or questions regarding these matters please feel free to contact Deborah Di Bella at deborahd@dia.state.ma.us or call 617-727-4900 ext. 425.